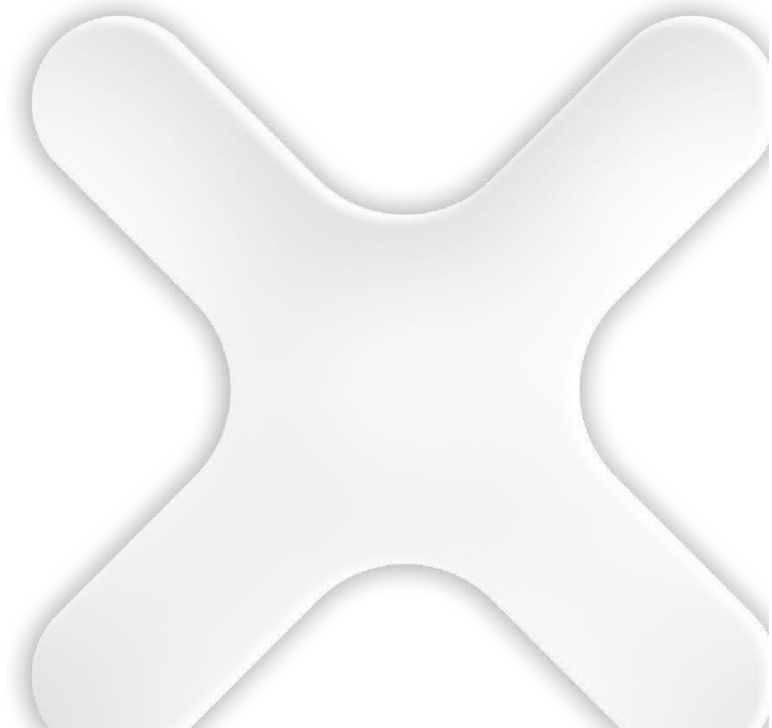


RMA Procedure for repair service





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www.exorint.com

RMA Procedure for repair service

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1. PURPOSE

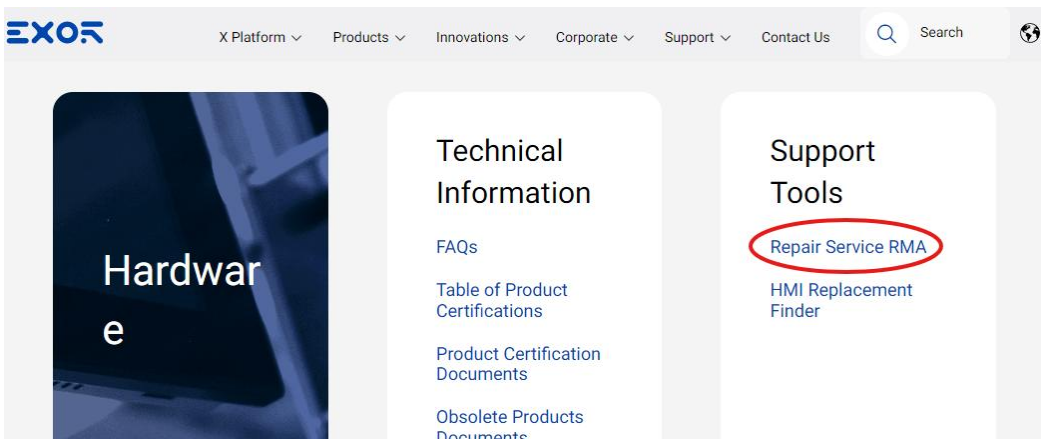
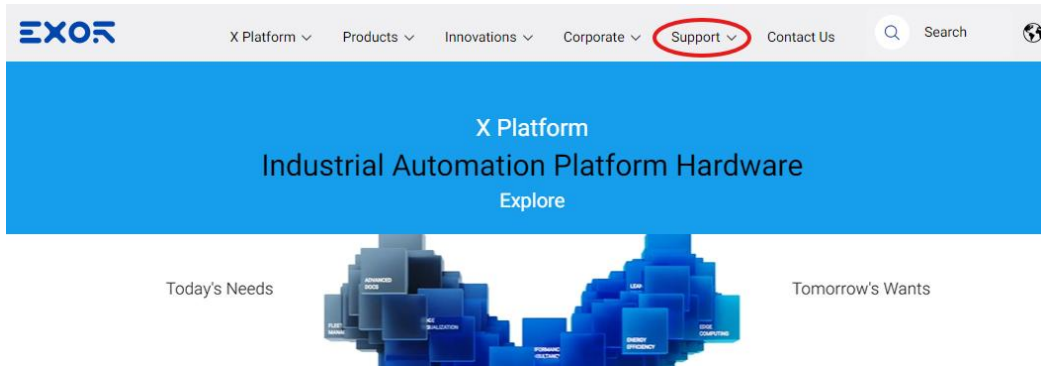
The purpose of this guide is to explain how Repair Service portal works and how to open a RMA request number.

2. RMA REQUEST

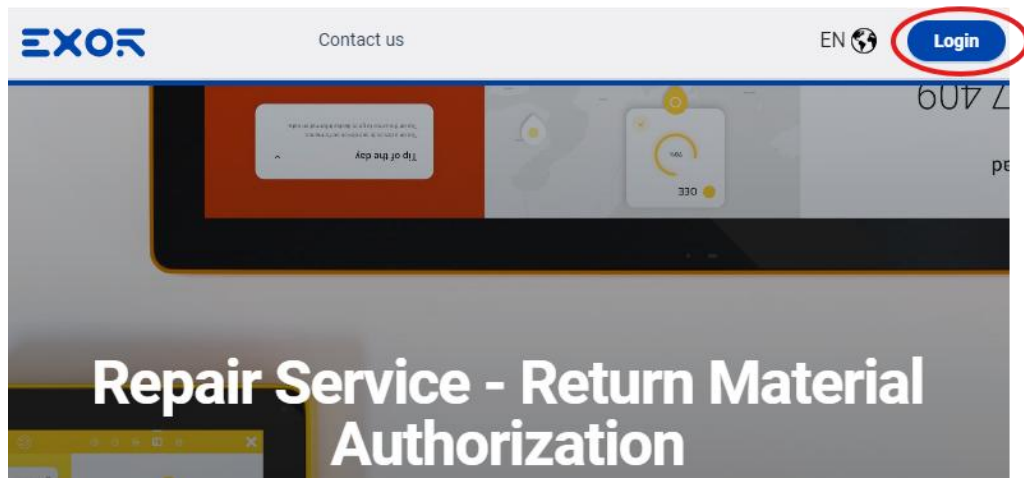
For units older than 10 years you can see the warning that they are considered no more repairable. Due to know if your unit can be repaired, you may find the date of production (month/year) in the label on the back side of the cover. Otherwise, you may find the week number "YYWW". An example of the label is shown in the picture below:



Before sending any repair unit to Exor, it is necessary to send a RMA request. To do that, go to our website www.exorint.com, in the **Support** section.



If you are not yet registered it's necessary to create a new account like below.



COEVINA

Email

Password

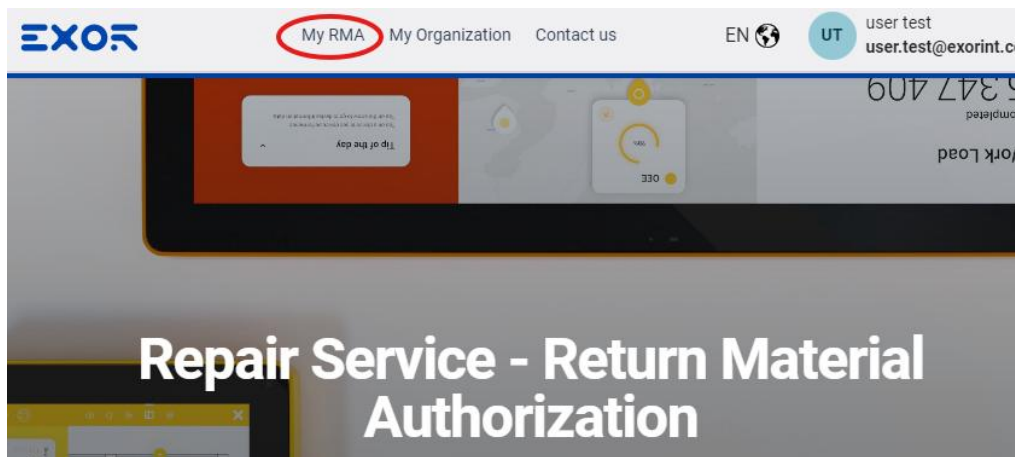
Remember me

[Forgot Password?](#)

Log In

New user? [Register](#)

If you need to add new RMA request just link to the "My RMA" page and, click on the "Create a RMA request" button.



My RMA

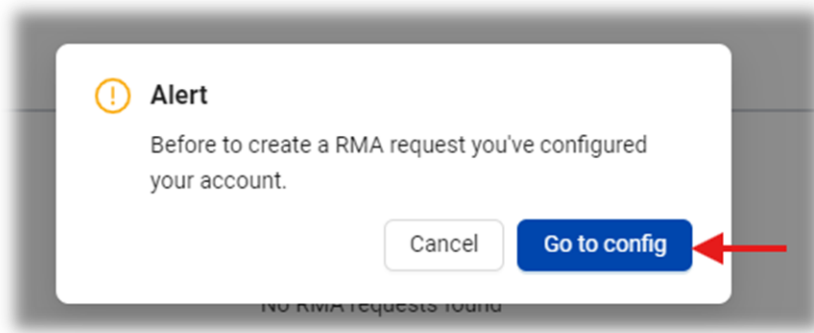
Pagination Limit: 20



No RMA requests found

[Create a RMA request](#)

If this is your first time making a request, you must configure your user account by filling out a series of mandatory fields marked by a red sign.

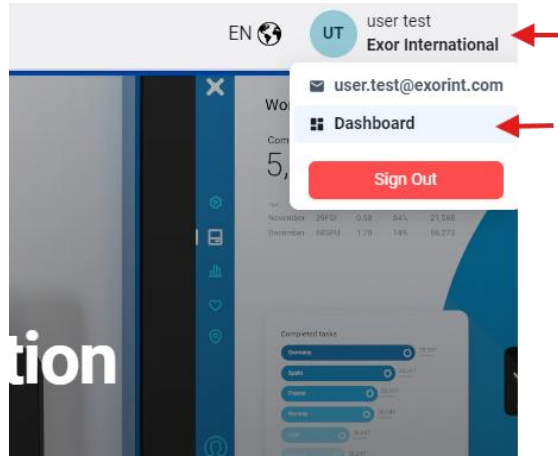


Dashboard

General Information

Full Name	E-mail	* Phone
<input type="text" value="user test test"/>	<input type="text" value="user.test@exorint.com"/>	<input type="text" value="123456789"/>
* Organization	Fax	
<input type="text" value="Exor International"/>	<input type="text"/>	
* General E-mail address	* Email Invoices	
<input type="text" value="user.test@exorint.com"/>	<input type="text" value="user.test@exorint.com"/>	
* Fiscal Code	* Fiscal ID	
<input type="text" value="123456"/>	<input type="text" value="123456"/>	

You can also access the settings by clicking on the top right button where the username appears and then clicking on the dashboard tab.



The Data Entry Form requires the **serial number**, **service center**, and problem **description**. It is mandatory to complete the destination fields. The required fields are **name company**, **zip code**, **city**, **province**, **address line 1**, and **country**. When an RMA is generated for the first time, the selected **address** will be verified and subsequently added. We have an **attachments** field where we can attach Word documents, PDFs, images, videos, and files in zip format.


Create a RMA request

* Product Type * Serial Number

HMI & Accessory

* Item Code * Item Model Exor Case ID Customer Case ID

* Description * Service center

 Attachments

0 / 255

Destination

Not verified

* Name Company

EXOR INTERNATIONAL SPA

* Address Line 1

Via Monte Fiorino 13

* Zip Code

37057

Address Line 2

* City

San Giovanni Lupatoto

Address Line 3

* Province

Verona

* Country

Italy

Select other Destination

Save



3. DOCUMENT MANAGEMENT

RMA MUST be invoiced to:

*EXOR INTERNATIONAL SPA
Via Monte Fiorino 13
37057 – San Giovanni Lupatoto
Verona - ITALY*

and addressed to:

*EXOR INTERNATIONAL SPA
Via Monte Fiorino 13/A
37057 – San Giovanni Lupatoto
Verona - ITALY*

4. SHIPPING MANAGEMENT

Please find the indications about the repair shipments

- On the RMA Manager Section please print the RMA sheet and include it into the shipping unit.
- Unit must be shipped to Exor in its original package
- Shipment to Exor is intended to be at sender charges (DDP)
- About the returning of repaired unit to the customer:
 - A. If warranty case, shipment will be at Exor charges.
 - B. If out of warranty case, shipment will be at customer's charges.

5. REPAIR AND TIMINGS

Once received, the unit is analyzed by the Repair Dept.

- Warranty case: unit is repaired and returned within 15 working days from receipt
- Out of warranty case (improper use, mechanic damages, expired warranty by prod. date ..) an estimate cost is issues within 8 working days. Unit will be returned within 2 weeks from cost estimate approval.
- Minimum charges for out of warranty unit (including no-fault cases) is 50 Euros.
- Units are updated to the latest Software version supported by the particular hardware type.
- Customer applications are not saved, please take care to save a copy before shipping.
- On any repaired unit will be enclosed a 4D report, packaging and accessories will be refurbished.

Please note that in case of out-of-warranty products, if the product cannot be repaired or the repair proposal is not accepted by the customer, Exor may scrap/dispose the product in compliance with applicable environmental regulations at an additional cost of €30,00 per product.

The customer shall notify Exor International S.p.A. in writing, through a specific request within the RMA web portal, whether they wish to request disposal of the product or receive the unrepaired product, which will be shipped at customer expenses.

The costs will be invoiced via a standard invoice, after written confirmation by the customer to proceed with disposal according to the agreed payment methods.

6. HOW TO CHECK RMA STATUS

On the "My RMA" web page the customer can check the status of all his RMAs.

There are several statuses that can be checked online:

- DRAFT
- NEW
- NOT YET RECEIVED
- UNDER TEST/ANALYSIS
- TO BE QUOTED: ready for cost estimate elaboration
- WAITING FOR CUSTOMER APPROVAL: estimate not yet approved by the customer
- TO BE SHIPPED: ready for shipping
- R.N.R:
- TO BE SHIPPED
- SHIPPED

My RMA Create a RMA request Pagination Limit: 20

Information	Description	Status	Created	Action
RMA 2024009347 - Code +ESMA04U301 - SN AA0001002000782028AA	RMA - EXAMPLE 01	DRAFT	28/08/2024	Edit View Print and send to Exor

7. PRINT AND SEND RMA

On the 'My RMA' webpage, we can view the list of created RMAs. Once the RMA is printed, it can no longer be modified, and its status changes from DRAFT to NEW. Additionally, the RMA label will be generated for shipping.

My RMA Create a RMA request Pagination Limit: 20

Information	Description	Status	Created	Action
RMA 2024009347 - Code +ESMA04U301 - SN AA0001002000782028AA	RMA - EXAMPLE 01	DRAFT	28/08/2024	Edit View Print and send to Exor

My RMA

Create a RMA request

Pagination Limit: 20

Are you sure you want to print?

Remember that once the RMA is printed it cannot be modified again.

Cancel

Accept

Information

RMA 2024009347 - Code +ESMA04U301 - SN AA0001002000782028AA

Created

28/08/2024

Action

Edit

View

Print and send to Exor



REPAIR SHEET NO.

Date: 19/09/2024

Company:
Customer Name:
Customer Mail:
Customer Phone:

Attachments

1. example-doc.pdf

RMA:

Model:

Customer Case ID: CUS001

Exor Case ID: EX0001



RMA



Serial Number

WARRANTY:

ISSUE REPORTED:

TEST-04

FAULT CODE:

DETAILS

REPAIR

TESTER:

DATE:

WORKING HOURS:



19/09/2024

Invoice To

Company: Exor International S.p.A
Street: VIA MONTE FIORINO, 13/A
City: SAN GIOVANNI LUPATOTO
Region: VR
Zip Code: 37057
State: ITALY
Vat ID: x

Ship To

Company: Exor International S.p.A
Street: VIA MONTE FIORINO, 13/A
City: SAN GIOVANNI LUPATOTO
Region: VR
Zip Code: 37057
State: ITALY
Phone Number: 0039 045 8750404

RMA Information

RMA:
Serial Number:
Item Code:

RMA
QR Code:



Return Destination

Code:
Company: Exor International S.p.A
City: SAN GIOVANNI LUPATOTO
Address 1: VIA MONTE FIORINO, 13/A
Address 2:
Address 3:
Zip Code: 37057
Province: VR
Country: Italy

Please always feel free to reach out to us if we can be helpful.



RMA service contacts: Telephone
+39 045 8774855
e-mail address rma.it@exorint.com